NORTEL NETWORKS

Enterprise Edge Networking
User Guide

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Enterprise Edge Networking User Guide

Learning about Enterprise Edge Networking

Enterprise Edge Networking links Enterprise Edge Voice Messaging or other voice mail systems at different locations. Networking allows the exchange of Voice Messages between users at different sites connected on a network via Transmission Control Protocol/ Internet Protocol (TCP/IP).

Enterprise Edge Networking is simple to use and lets you send a mailbox message to any destination on a network.

Note: When you use Enterprise Edge Networking to send a voice message to another site over the Internet, the voice message can be subject to interception by unauthorised parties.

You must know how to use Enterprise Edge Voice Messaging to send messages to mailboxes at other sites. This includes knowing how to open your mailbox, record, send messages and retrieve messages. For Information about using Enterprise Edge Voice Messaging Features, refer to your *Enterprise Edge Voice Messaging Quick Reference Guide* or *Enterprise Edge Voice Messaging Reference Guide*.

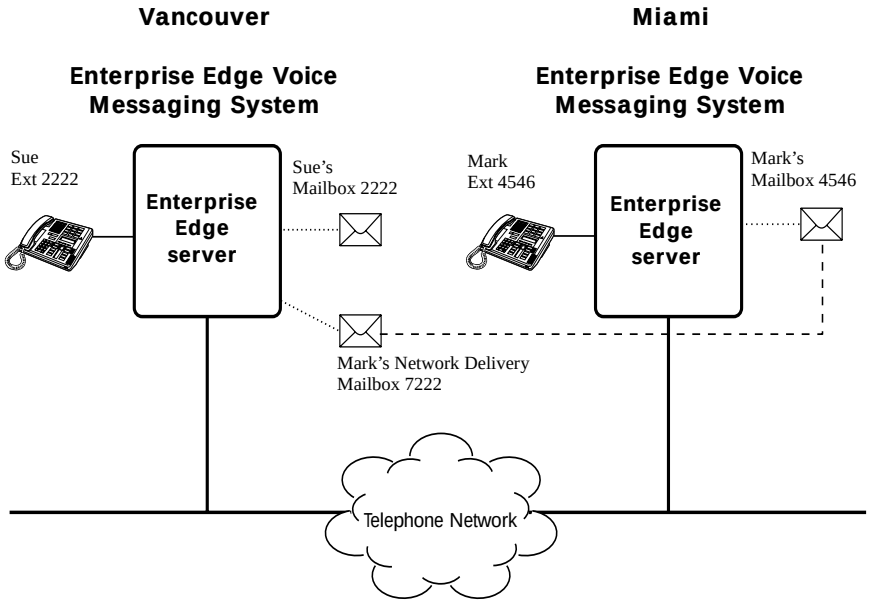
Sending a message across a network is as easy as sending a message down the hall. There are two ways to send a network message. You can use:

- Network Delivery Mailbox
- Site-Based Addressing

Network Delivery Mailboxes are created by your System Administrator.

Note: Network messages can be composed and sent only from your mailbox. A network message **cannot** be sent by using the Leave Message Feature Code (Feature 9 8 0).

Sending a network message



The figure above illustrates how network messages are sent between different company sites on the same network. In the example, Sue works in the Vancouver office and Mark is in the Miami office.

If Sue wants to send Mark a message in Miami, she has two possible methods of delivery: she can send the message using Site-Based Addressing or send it to Mark's Network Delivery Mailbox. Since Mark has a Network Delivery Mailbox on the local Vancouver system, it is more convenient for Sue to send the message to Mark's Network Delivery Mailbox.

Although Mark's Network Delivery Mailbox appears on the Vancouver system the message is automatically delivered to his mailbox in Miami. The network delivery information, such as the site prefix for the Miami site and Mark's mailbox number (4546) in Miami, is added to the Network Delivery Mailbox when it is created.

Sending a message to a Network Delivery Mailbox is as easy as sending a message to anyone at your site.

If Mark wants to send a message to Sue in Vancouver, he must use Site-Based Addressing. Sue does not have a Network Delivery Mailbox on the Miami system.

Mark needs two pieces of network delivery information before he can send the message. He must obtain the Vancouver site's Site Prefix from the System Administrator and he must have Sue's mailbox number (2222) in Vancouver. After the message is recorded and the network delivery information is entered the network message is automatically delivered to Sue's mailbox.

Sending a network message using a Network Delivery Mailbox

Network Delivery Mailboxes allow you to quickly and easily send messages to a mailbox at a remote location. Each Network Delivery Mailbox is assigned a local mailbox number and the destination site user's name appears in the company directory. The Network Delivery Mailbox makes sending a message across the country as easy as sending it across the hall.

A Network Delivery Mailbox is the pre-programmed direct address to another mailbox located at a different site on the network. Network Delivery Mailboxes are created by your System Administrator. Each Network Delivery Mailbox contains the destination site prefix and the destination site mailbox number. To send a message using a Network Delivery Mailbox, all you need is the mailbox number.

Ask your System Administrator for a list of Network Delivery Mailboxes.

To send a message using a Network Delivery Mailbox

1. Open your mailbox using Feature 9 8 1.

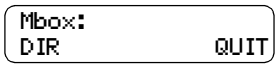
2. Enter your mailbox password and press OK or #.

3. Press REC or 3.

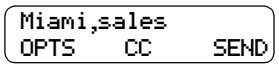
4. At the tone record your message.

5. Press OK or # to end the recording.

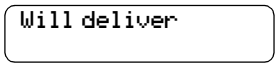
6. Press OK or # to accept the recording.



7. Enter the Network Delivery Mailbox number.



8. Press SEND . Press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery. Press CC to send the message to another recipient.



Note: Miami, sales is only an example. The name that is assigned to the Network Delivery Mailbox appears in the display.

Sending a network message using Site-Based Addressing

Site-Based Addressing allows you to send a message to a mailbox at a different location on the network. When you use Site-Based Addressing to send your message, you must know the destination site's network address and the mailbox number of the person you want to send the message to.

Ask your System Administrator for a list of destination sites on your network.

To use Site-Based Addressing:

1. Open your mailbox using Feature 9 8 1 .

2. Enter your mailbox password and press OK or # .

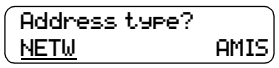
3. Press REC or 3 .

4. At the tone, record your message.

5. Press OK or # to end the recording.

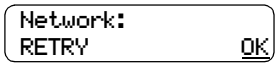
6. Press OK or # to accept the recording.

7. Press # # .



8. Press NETW .

   Note: This display appears only if AMIS is enabled. If AMIS is not enabled, this display is bypassed and the display in step 9 appears.



9. Enter the destination site's Site Prefix and the destination mailbox number and press OK or # .

10. Press SEND to send the message as it is. Press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery. Press CC to send the message to another recipient.

Replying to network messages

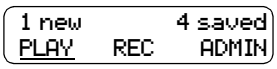
When a network message is left in your mailbox, you can reply to the message using the Enterprise Edge Voice Messaging message Reply Feature. To reply to a message you must first open your mailbox using the Open Mailbox Feature Code.

The network Reply Feature must be enabled in order to reply to a message. For more information, ask your System Administrator.

To reply to a network message:

1. Open your mailbox using Feature 9 8 1 .

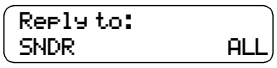
2. Enter your mailbox password and press OK .



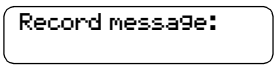
3. Press PLAY .

4. After you have listened to the message, press REPLY.

5. Press MSG.



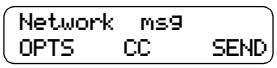
6. Press SNDR to send your reply to the sender only, or press ALL to send your reply to all the people that received the message.



7. Record your reply message.

8. Press OK to end your recording.

9. Press OK to accept your recording.



10. Press SEND. Press OPTS to assign message Delivery Options Certified, Urgent or Timed. Press CC to send the message to another recipient.